



Print

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Re: Case opened: Case ID PP-004-211-322-556

From: 
Sent: Mon 9/23/13 12:35 PM
To: service@paypal.com (service@paypal.com)

I do not recognize this charge. I contacted you on Friday or Saturday to advise you I do not recognize this charge and do not know how to proceed.

Sent from my mobile device.

On Sep 23, 2013, at 12:32 PM, "service@paypal.com" <service@paypal.com> wrote:



Dear Name Redacted,

We are writing to let you know one of your buyers opened a case with us. The buyer stated that they did not authorize this purchase.

Here are the case details:

- Buyer's name: John Redacted
- Buyer's email: 
- Buyer's transaction ID: 
- Your transaction ID: 
- Transaction date: September 21, 2013
- Transaction amount: \$3,756 USD
- Disputed amount: \$3,756 USD

If you have any additional information to help us resolve this case, please log in to your PayPal account and click on the "Dispute" link next to the transaction in question.

Thank you for your payment during the process. If you have any questions,

You can find additional information on the PayPal website. If you need help, please contact us. We are here to help you. Thank you for your payment.

Bank of America

www.bankofamerica.com

SHAWN W BRIDGES

LAUREL MD 20723-1283

October 01, 2010

Account number(s)

Shawn W Bridges

We've received your claim on the account listed above. While we're conducting our research, you won't be liable for the items in question or any related interest charges or fees.

The enclosed Fraud Statement must be completed, signed and returned to us in order to complete our research. The Fraud Statement is a critical part of our review. If we don't receive your completed and signed Fraud Statement, we may be unable to complete our research and may deny your claim.

What you need to do:

Complete and sign the enclosed Fraud Statement and return it to us within 10 calendar days from receipt of this letter.

For the completed Fraud Statement, call 1-800-456-0100, or return it in the enclosed postage-paid envelope to PO Box 507287, Dallas, TX 75005.

Please do not send the Fraud Statement. This is needed as documentation for the research, the statement is used for fraud prevention or law enforcement.

If you do need to provide additional information about your claim, please include the details on a separate sheet of paper.

Please continue to make payments for any card charges that post to your account.

What you need to know:

You will not be liable for amounts of any fraudulent activity on your monthly billing statement.

Accounts

Bill Pay

Transfer

Special Offers

Account ending - 0416

Current status: Researching claim

Claim ID: 8416 Initiation date: 08/08/2011

Information requested

Message date: 10/11/2011 10:11

Subject: Your recent payment

Please refer to the most recent statement on the letter. Please print the document, and document(s) using the colors provided.

To submit documents online:

Step 1: Using the Browse button, locate documents are open on your computer.

Step 2: When you've finished

Note:

1. You can attach

files that are

2. Please

search

help

print